

PacifiCorp December 2003 Power Outage

On December 26 2003, over 70,000 PacifiCorp customers lost power due to the effects of a major snowstorm. Many customers lost power for as long as five days. Not only did customers lose power, many of them could not successfully report their outage to the company due to failure of their phone system. On January 6, 2004, the Public Service Commission held a public meeting with the Committee of Consumer Services, the Division of Public Utilities, and members of the public to hear representatives from PacifiCorp explain what happened. The Committee and Division, as well as the Commission, posed several questions to PacifiCorp regarding the outage. All three parties are involved in the investigation of the outage. PacifiCorp is currently compiling a report addressing the issues agreed upon by all the regulatory agencies.

In early April, PacifiCorp completed making its "goodwill" payments to customers who were without power for a minimum of 48 hours. The Company has made \$1.9 million in payments to 14,396 customers. Over 900 claims were paid to customers who filed after the deadline had expired. On Monday, May 17, the Company released a 300-page report on the outage.

To examine PacifiCorp's news release click [here](#).

To examine recent newspaper articles in the Deseret News click [here](#). To examine a list of the areas noted to be examined click [here](#).

PacifiCorp Hunter I Outage Application

- [PacifiCorp Application](#)
- [Testimony by Barry Cunningham](#)
- [Exhibits by Barry Cunningham](#)
- [Testimony by William Griffith](#)
- [Exhibit by William Griffith](#)
- [Testimony by Doug Larsen](#)
- [Testimony by Stan Watters](#)
- [Exhibits 1 & 3 by Stan Watters](#)
- [Exhibit 2 by Stan Watters](#)
- [Testimony by Mark Widmer](#)
- [Exhibit 1 by Mark Widmer](#)
- [Exhibit 2 by Mark Widmer](#)